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ABSTRACT

This action plan for the Caroline County (MD) Public Library describes the key elements of library service for the 1985-86 fiscal year, derived from the library's long range plan for 1985-90. Objectives, strategies, activities, and timetables for accomplishing the following goals are outlined: (1) citizens of the county will increasingly meet their high prioritized information needs--health, income/standard of living, government-related, and job-related information--through library services; (2) citizens will increasingly find the print and non-print materials and information--specific titles, subject searches, browsing materials, and non-directional information questions--which they seek at the library, within a satisfactory time frame, and in a format and level appropriate to their needs; (3) the high prioritized leisure time interests--reading, travel, entertaining at home, and gardening--of citizens will be increasingly met through library services which educate, enrich, entertain, and/or inform; and (4) citizens will acquire skills--reading readiness, use of community resources, literacy, and computer literacy--through library services to help them in everyday living. (MES)

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One-Year Plan for Library Services

Caroline County Public Library

1985-1986

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INTRODUCTION

The Caroline County Public Library's One Year Action Plan describes the key elements of library service for the 1985-86 fiscal year.

Derived from the library's long range plan, it is the second ambitious step in the library's effort to improve the quality of its service so that it becomes **THE 90% LIBRARY BY 1990**. What that means is by 1990 the library seeks to respond satisfactorily to 90% of Caroline citizens' needs for library information.

Both the Board of Library Trustees and the library staff are committed to the successful accomplishment of the plan, a plan based on what Caroline citizens say their information needs are.

It is hoped that through the provision of convenient and efficient library services by courteous and knowledgeable personnel that these information needs will be met effectively and that by so doing, the library will have an increasingly positive impact on Caroline County and help improve the quality of life for its citizens.

GOAL 1

Citizens of Caroline County will increasingly meet their high prioritied information needs through library services.

OBJECTIVE:

1-1 By June 30, 1986, 340 Caroline County adults who need health related information will obtain, through library services, that information which entirely answers 80% of their questions.

STRATEGY 1

The library will provide interpersonal information and referral services to Caroline County citizens with health information needs.

Activities

1. The staff will continue to upgrade the library's book, pamphlet and other material collections of health information.

2. The staff will examine available health data bases and assess the need for such services.

3. Staffing requirements will be considered.

4. Staff training and awareness needs will be considered and available programs will be examined.

5. Procedures and policies which explain how detailed the services will be and what approach will be used for keeping and reporting information will be fine tuned.

6. Needed health information will be purchased.

7. Staff will be trained.

8. Library administration will meet with health provider agencies to discuss and develop cooperative activities.

9. Marketing strategies will be discussed and promotional materials printed and readied for use.

10. Relevant displays and exhibits will be planned and scheduled.

11. An audio-visual program explaining the library's health information activities and capabilities will be considered.

12. A health information newsletter/factsheet explaining the library's capabilities will be prepared for distribution to library users.

13. Staff will begin to distribute promotional materials.

Timetable

Step 1-7	Throughout the year
Step 8-10	By September 30, 1985
Step 11	By December 31, 1985
Step 12	By January 30, 1986

STRATEGY 2

The library will provide health information programs for Caroline County citizens both in the library and at locations where those citizens defined as prototypes for health information needs gather. The programs will include question and answer sessions utilizing the expertise of health professionals and library information specialists.

Activities

Many of the activities of Strategy 1 are relevant to the accomplishment of Strategy 2. In addition:

1. The library will locate and arrange for the services of health professionals to present the programs.

2. Library administration will meet with the appropriate agencies and organizations to develop the arrangements for program presentations outside the library. (The library will seek to provide at least one program per appropriate agency.)

3. The library will design, develop and ready the appropriate publicity and promotional materials to support the programs.

4. The library will develop in-library health information programs for Caroline citizens.

5. Programs will begin.

Timetable

Step 1	By October 15, 1985
Step 2	By November 1, 1985
Step 3-4	By November 15, 1985
Step 5	By November 30, 1985

STRATEGY 3

The library will provide answers to Caroline citizens' health information needs through in-house use and circulation of health related books, pamphlets and other materials in all

library locations.

Activities

In addition to collection development as delineated in Strategy 1:

1. Consideration will be given to self-help care information geared to low income groups and information for low education/low income groups.

2. The library will use evaluation forms to be included with all library health related information. The forms will be filled out by users of the information and returned to the library.

3. The forms will be tabulated by library staff.

Timetable

Step 1-3 Throughout the year

OBJECTIVE:

1-2 By June 30, 1986, 340 Caroline County adults who need information concerning Income/Standard of Living will obtain, through library services, that information which entirely answers 80% of their questions.

STRATEGY 1

The library will provide interpersonal information and referral services to Caroline County citizens with income/standard of living information needs.

Activities

1. The staff will improve the library's book, pamphlet and other material collections of income/standard of living information.

2. The staff will upgrade the library's reference material collection to support income/standard of living information needs.

3. The library will feature displays of appropriate materials periodically and at key interest times. (such as tax information around tax time, etc.)

4. The library will cooperate with appropriate agencies in responding to income/standard of living information needs and provide appropriate feedback.

5. The library will distribute a list of agencies and

organizations which help people cope with financial problems and make referrals where appropriate.

6. Staff will be trained regarding appropriate materials and information and where and how to find them.

7. The staff will examine available income/standard of living information data bases and computer software.

8. Staffing requirements will be considered.

9. Marketing strategies will be discussed and promotional materials printed and readied for use.

10. An income/standard of living newsletter/factsheet explaining the library's capabilities will be prepared for distribution to library users.

Timetable

Step 1-4,6-8	Throughout the Year
Step 5	By December 31, 1985
Step 9-10	By February 28, 1986

STRATEGY 2

The library will provide income/standard of living programs in the library for Caroline County citizens. The programs will include general information and question and answer sessions.

Activities

Many of the activities in Strategy 1 are relevant to the accomplishment of Strategy 2. In addition:

1. The staff will explore relevant programs offered by other agencies, support and publicize them and try to develop library activities which complement those programs.

2. The staff will develop appropriate programs not currently offered in such areas as taxes, budgeting, money, financial investments, IRAs, retirement etc.

3. The library will design, develop and ready appropriate publicity and promotional materials to support the programs.

4. The library will provide pamphlets and brochures related to the topics being discussed.

5. The library will develop a questionnaire to be filled out by participants at the end of the programming sessions to ascertain whether the programs answered their questions satisfactorily.

Timetable

Step 1	By December 31, 1985
Step 2,3,4,5	By February 28, 1986

STRATEGY 3

The library will provide answers to Caroline citizens' income/standard of living information needs through in-house use and circulation of income/standard of living related books, pamphlets and other materials in all library locations.

Activities

In addition to collection development as delineated in Strategy 1.

1. The staff will review and update the materials collection in this area.

2. The staff will target key interest areas and build pamphlet and magazine article collections in those areas.

3. The library will continue to use an evaluation form included with all library income/standard of living materials to find out whether the information answered users' questions entirely. The form will be filled out by users and returned to the library.

Timetable

Step 1,3	Throughout the Year
Step 2	By January 31, 1986

OBJECTIVE:

1-3 By June 30, 1986, 260 Caroline County adults who need government-related information will obtain, through library services, that information which entirely answers 80% of their questions.

STRATEGY 1

The library will provide interpersonal information and referral services to Caroline County citizens with government-related information needs.

Activities

1. Library staff will check with governmental agencies regarding their available information resources and will continue to solicit followups and feedback.

2. Staff will be trained regarding awareness and use of these resources.

3. Governmental reference materials will be evaluated and updated.

4. Staff will pursue ways to continually update sources such as the Maryland Manual etc.

5. Library administration will actively seek public access to the county law library.

6. Staff will be trained regarding the contents of the law library and how to use them.

7. Staffing needs will be analyzed.

8. Staff will be trained regarding the library's government documents and related holdings and the collection will be further organized for easy access.

9. Marketing strategies will be discussed and promotional materials developed and readied for use.

10. Staff will continue to explore available government information databases and assess the need for such services.

11. A factsheet concerning local government information will be prepared for distribution.

Timetable

Step 1,3,7	By December 31, 1985
Step 2,4,5,8	By January 31, 1986
Step 6,9,10,11	By February 28, 1986

STRATEGY 2

The library will provide answers to Caroline citizens' government information needs through in-house use and circulation of government related books, pamphlets and other materials in all library locations.

Activities

1. The staff will continue to update the library's government related information collection.

2. The staff will monitor the types of reserves, interlibrary loans and reference questions regarding the types of requests in the government-related information category.

3. The staff will develop and distribute booklists and

brochures regarding available library materials in this area.

Timetable

Step 1	Throughout the year
Step 2	By February 28, 1986
Step 3	By March 31, 1986

OBJECTIVE:

1-4 By June 30, 1986, 220 Caroline County adults who need job-related information will obtain, through library services, that information which entirely answers 80% of their questions.

STRATEGY 1

The library will provide programs for unemployed Caroline citizens which address finding and keeping jobs, and job skills.

Activities

1. Library staff will meet with appropriate agencies (Maryland Department of Employment Security, Private Industry Council etc.) to discuss information needs of Caroline citizens, the possibility of cooperative programs and other factors relevant to this objective.

2. Library staff will explore cooperative and/or referral programs with local area educational institutions (Chesapeake College, Caroline County Schools, GED, ABE programs etc.)

3. Library staff will plan and implement programs which meet the strategy.

4. Library staff will examine the possible implementation of a job club/counseling support group in the library.

5. The library will identify key informants and agencies utilized by the target clientele and seek their cooperation and support to apprise clients of and direct appropriate ones into the library's programs.

6. The library will purchase appropriate materials related to its job employment programming.

7. Training programs for library staff will be initiated to develop their awareness of problems and needs of targeted groups and available programs and materials.

8. The programs will be marketed and promoted heavily.

Timetable

Step 1-4	By January 31, 1986
Step 5-8	By March 31, 1986

STRATEGY 2

The library will provide job information materials to Caroline citizens with such needs.

Activities

1. The library staff will continue to update its job information collection.

2. The library will purchase multiple copies of high demand items particularly employment examination and resume books.

3. The library's career information collection will be updated.

4. The library staff will explore new, available media concerning job information and add to the materials collection where appropriate.

5. The library staff will collect and maintain information on state and local companies.

6. Library staff will identify popular careers and develop appropriate collections.

7. The library will target the most popular employment related books (primarily resume and examination-related) for possible sale to Caroline citizens.

8. The library will use classified lists of available jobs and/or refer clients to the local Employment Security Administration Office to examine its lists.

9. The library will subscribe to a national jobs newspaper.

10. The library will purchase material concerning employment for the elderly, running a business and dealing with unemployment.

11. Library staff will be trained regarding job information available and its use.

12. The library will promote its job information collection heavily.

Timetable

Step 1-7,9,10	By February 28, 1986
Step 8,11,12	By March 31, 1986

STRATEGY 3

The library will provide interpersonal reference, information and referral services to Caroline citizens in need of job information.

Activities

1. The library will upgrade its information and referral file with appropriate entries.

2. The library will plan and schedule relevant displays and exhibits.

3. Marketing strategies will be discussed and promotional materials printed and readied for use.

4. The Enoch Pratt Free Library Job and Career Information Center will be contacted for possible consulting and referral help.

5. A job information newsletter/fact sheet explaining the library's capabilities will be prepared for distribution.

Timetable

Step 1-4	By February 28, 1986
Step 5	By April 15, 1986

GOAL 2

Caroline County citizens will increasingly find the print and non-print materials and information which they seek at the library, within a satisfactory time frame and in a format and level appropriate to their needs.

OBJECTIVE:

2-1 By June 30, 1986, Caroline County citizens will make 19,954 searches for specific titles at the library; 70% of which will be filled when sought and 20% through reserves and interlibrary loans.

STRATEGY 1

The library will increase the immediate availability of specific title materials requested by patrons.

Activities

1. Library staff will examine circulation samples and begin duplicating heavily used materials already in the collection.

2. Library staff will continue to purchase materials designated as heavily used or frequently sought categories by the MAUSS survey.

3. Library staff will explore the possibilities of reducing the reserve/repurchase process to the level of a new copy every two requests.

4. Circulation staff will ask all patrons if they found what they were looking for.

5. Library staff will explore ways to speed the acquisition procedures to facilitate availability of materials.

6. Library staff will strengthen and revise overdues policies and procedures.

Timetable

Step 1,3	By October 15, 1985
Step 2,4	Throughout the Year
Step 5,6	By December 15, 1985

STRATEGY 2

The library will improve its interlibrary loan and reserves capability in meeting specific title requests.

Activities

1. Library staff will develop a procedure to examine interlibrary loan requests for prospective purchases.

2. Library staff will develop better interlibrary loan procedures.

3. Library staff will explore automated procedures and controls for reserves and interlibrary loan.

4. Library staff will recommend the use of the reserve/interlibrary loan system to all patrons unable to find the materials they seek.

5. The library will explore the possibility of cooperative interlibrary loan among Eastern Shore libraries.

Timetable

Step 1,2,4 — By December 31, 1985
Step 3,5 — By March 31, 1986

OBJECTIVE:

2-2 By June 30, 1986, Caroline County citizens will make 20,636 subject searches per year at the library. 90% will be obtained when sought and 5% will be obtained through reserves and interlibrary loan. Of those obtained, 70% will completely answer the question.

STRATEGY 1

The library will increase the immediate availability of subject materials requested by patrons.

Activities

1. Library staff will identify high use subject areas through circulation samples and the MAUSS survey and increase material purchasing in those areas .

2. Library staff will examine both reserves and interlibrary loans for subject categories and increase material purchasing in those areas where appropriate.

3. Library staff will examine overdue material for subject content and purchase material in those areas where appropriate.

4. Library staff will improve, promote and use the vertical file material in support of subject requests.

5. The library will promote high interest subject collections through displays and merchandising.

6. Circulation staff will ask all patrons if they found the information they were seeking .

7. Library staff will emphasize shelf reading in high use areas of the collection.

Timetable

Step 1-3, — By November 30, 1985
Step 4-7 — Throughout the Year

STRATEGY 2

The library will promote the availability of subject

materials to its patrons.

Activities

1. The library will re-register all patrons and include subject information interests for each patron.

2. The library will initiate a mailing/series of mailings, regarding available subject materials, to patrons with specific interests.

3. Library staff will develop cooperative promotion with the local school system to meet subject requirements for student assignments.

Timetable

Step 1	Throughout the year
Step 2	By April 30, 1986
Step 3	By September 15, 1985

OBJECTIVE:

2-3 By June 30, 1986, Caroline County citizens will make 42,284 searches for browsing materials per year at the library; 90% of which will be obtained.

STRATEGY 1

The library will improve the availability of browsing materials for its patrons.

Activities

1. The library will continue to acquire the types of browsing materials most frequently borrowed as indicated by the MAUSS survey.

2. Circulation staff will ask patrons if they found the materials they were seeking.

Timetable

Step 1,2	Throughout the Year

STRATEGY 2

The library will promote the availability of browsing materials to its patrons.

Activities

1. The library will use merchandising and display techniques to facilitate browsing and increase patron interest.

2. The library will develop promotional materials to induce patrons to browse.

Timetable

Step 1	Throughout the Year
Step 2	By December 31, 1985

OBJECTIVE:

2-4 By June 30, 1986, Caroline County citizens will seek answers to 21,010 non-directional information questions per year at the library; 80% of which will be answered completely and correctly.

STRATEGY 1

The Information staff will fine tune its reference policy regarding provision of information to the public.

Activities

1. Information staff will examine the results of the library's reference survey and design training programs based on the results.

2. Information staff will train all library staff regarding reference procedures and policies.

3. Library staff will be trained in basic reference skills and use of basic reference tools.

4. Library staff will be trained in basic communications/interpersonal skills.

5. Library staff answering patron information questions will cite the sources used to find the answer and ask if the information provided completely answered the question.

6. Library staff shall offer to obtain materials through interlibrary loan or other agencies after determining they are not available at the library.

7. Library staff will be familiarized with all services and activities of the library so that they may provide assistance to the public.

8. Library Assistants will provide backup reference support for the Information Department for basic patron queries.

9. Information staff will assess the material requirements of their department based on use and the reference survey and make the appropriate adjustments.

Timetable

Step 1	By September 30, 1985
Step 2-4, 8	By January 31, 1986
Step 5-7	Throughout the Year
Step 9	By October 31, 1985

STRATEGY 2

The library will market itself as an information center which can successfully respond to the community's information needs.

Activities

1. The library will direct mail its brochure for general distribution outlining its services and activities.

2. The library will develop promotional literature, publicity and activities which seek to heighten public awareness of the library as an information center.

Timetable

Step 1	By December 21, 1985
Step 2	By April 30, 1986

GOAL 3

The high prioritied leisure time interests of Caroline County citizens will be increasingly met through library services which educate, enrich, entertain and/or inform.

OBJECTIVE:

3-1 By June 30, 1986, 495 Caroline County citizens with a strong interest in reading will have their interests met through library services with 90% satisfaction.

STRATEGY 1

The library will promote its reading materials to increase usage by its patrons.

Activities

1. The library staff will promote heavily the concept of reading for pleasure.

2. Library staff will utilize displays and merchandising techniques to foster increased use.

3. The library will support its film program, current movies and television programs with displays of appropriate reading materials.

Timetable

Step 1	By January 31, 1986
Step 2,3	Throughout the Year

STRATEGY 2

The library will explore programming which will support its patrons' leisure time reading.

Activities

1. The library staff will explore the Great Books or other reading programs for possible implementation.

Timetable

Step 1 — By February 15, 1986

OBJECTIVE:

3-2 By June 30, 1986, 330 Caroline County citizens with a strong interest in vacation travel will have their interests met through library services with 90% satisfaction.

STRATEGY 1

The library will present a series of programs related to vacation travel.

Activities

1. Library staff will identify agencies/experts who can offer the programs.

2. The library will purchase videocassettes and other media in support of the programming.

3. The library will purchase books and other materials in support of the program topics.

4. Library staff will develop handouts, bibliographies, etc. for the programs.

5. Library staff will publicize the programs particularly targeting those with specific interests in vacation travel.

Timetable

Step 1	By December 15, 1985
Step 2, 3,	By January 15, 1986
Step 4, 5	By February 15, 1986

STRATEGY 2

The library will purchase materials which support Caroline citizens' interests in vacation travel.

Activities

1. Library staff will assess current holdings and needed materials in this area.

2. Library staff will send for brochures of area theaters, stadiums, train schedules, places to visit, etc. and display the information in a prominent location in the library.

Timetable

Steps 1, 2 — By November 30, 1985

OBJECTIVE:

3-3 By June 30, 1986, 220 Caroline County citizens with a strong interest in entertaining at home will have their interests met through library services with 90% satisfaction.

STRATEGY 1

The library will develop a series of programs related to entertaining at home.

Activities

1. Library staff will identify agencies/experts who can present the programs.

2. The library will purchase materials which support the programs.

3. Library staff will develop bibliographies and other handouts to be distributed to those attending the programs.

4. Library staff will publicize the programs particularly targeting those with specific interests in entertaining at home.

Timetable:

Step 1	By September 30, 1985
Step 2	By October 15, 1985
Steps 3, 4	By October 30, 1985

STRATEGY 2

The library will purchase materials which support Caroline citizens' interests in entertaining at home.

Activities

1. Library staff will assess the library's current holdings and purchase needed materials in this area.

Timetable

Step 1	Throughout the Year

OBJECTIVE:

3-4 By June 30, 1986, 165 Caroline County citizens with a strong interest in gardening will have their interests met through library services with 90% satisfaction.

STRATEGY 1

The library will provide a series of programs on gardening.

Activities

1. The library staff will identify agencies/experts who can present the programs.

2. The library will purchase materials which support the programs.

3. Library staff will develop bibliographies and other handouts to be distributed to those attending the programs.

4. Library staff will publicize the programs particularly targeting those with specific interests in gardening.

Timetable

Step 1	By December 15, 1985
Step 2	By January 15, 1986
Step 3, 4	By February 15, 1986

STRATEGY 2

The library will purchase materials which support Caroline citizens' interests in gardening.

Activities

1. Library staff will assess the library's current holdings in this area and identify needed materials for purchase.

Timetable

Step 1 Throughout the Year

GOAL 4

Caroline County citizens will acquire skills through library services to help them in everyday living.

OBJECTIVE:

4-1 By June 30, 1986, 200 Caroline County children, ages 1-5, will acquire reading readiness skills through library services, with significant improvement in 90% of the participants.

STRATEGY 1

The library will devise a plan to accomplish the objective through development of a reading readiness program based on a list of competencies (what we expect the outcomes to be)

Activities

1. Childrens' Services will examine existing programs both locally and nationally to see how they function and how effective they are.

2. The library will seek cooperation and feedback from teachers, the Caroline County Board of Education and Maryland State Department of Education to avoid duplication.

3. The library will seek to develop a cooperative program with the Caroline County Board of Education to test the reading skills

4. The library will seek to work cooperatively with Caroline County day care providers.

5. The library will seek consultancy help in developing the competencies and the overall program.

6. Library staff will develop factsheets and activity sheets concerning necessary skills for children.

7. Library staff will decide on the format of the program (whether the library will carry out the project or others will be taught to do so.)

8. The library staff will review library resources available to support the project.

9. The project will be implemented.

Timetable

Step 1-4	By August 31, 1985
Step 5	By September 15, 1985
Step 6-8	By November 15, 1985
Step 9	By January 1, 1986

OBJECTIVE:

4-2 By June 30, 1986, 1260 Caroline County students will acquire skills in the use of community resources through library services which support the public schools' "Project Basic" curriculum.

STRATEGY 1

The library will develop an in-library training program to teach students how to use the public library and its resources.

Activities

1. Library staff will examine the Caroline County Board of Education's curriculum regarding this aspect of Project Basic's Use of Community Resources.

2. If lesson plans exist, library staff will adopt library activities to support those plans. If not, they will develop such plans in-house, utilizing existing research.

3. Library staff will design the program to be taught in the library.

4. Library staff will train appropriate teachers/media specialists regarding the program.

5. Library staff will ascertain the testing procedures and requirements to measure student competency in this category.

6. Library staff will develop a factsheet for student use outlining the public services provided by the library.

Timetable

Step 1,5,6	By September 15, 1985
Step 2-4	By November 30, 1985

STRATEGY 2

The library will develop an in-school training program to teach students how to use the public library and its resources.

Activities

1. Library staff will examine available microcomputer based software which teaches library use skills.

2. Library staff will develop class presentations for different age levels including audiovisuals if appropriate, which teach students how to use the library.

3. Library staff will check with the school media centers to see what resources they have.

Timetable

Step 1,3	By September 15, 1985
Step 2	By November 30, 1985

OBJECTIVE:

4-3 By June 30, 1986, 67 Caroline County adults will acquire literacy skills through library services which support the public schools' "Adult Basic Education" curriculum.

STRATEGY 1

The library will commit itself to support the Adult Basic Education (ABE) competency concerning how to use specific community resources.

Activities

1. The library will develop a cooperative relationship with the Adult Basic Education program personnel.

2. The library staff will develop a lesson plan for teaching ABE clientele how to use the public library (designed for clients with lesser basic skills).

3. The staff will examine and upgrade the library's material collection relevant to the ABE program and the development of basic skills.

4. The staff will develop and distribute publicity through appropriate agencies (churches, etc.).

Timetable

Step 1-3	By September 1, 1985
Step 4	By October 31, 1985

STRATEGY 2

The library will develop a plan to teach reading skills to Caroline adults lacking such skills.

Activities

1. The library will examine existing programs locally and nationally which successfully teach reading skills to adults.

2. The library will seek cooperation and feedback from the Caroline County Board of Education and other agencies and organizations to avoid duplication of services.

3. The library will seek consultancy help in developing the program.

4. Library staff will decide on the format of the program (whether the library will carry out the program or others will be taught to do so).

5. Library staff will review library resources available to support the project.

6. The library will utilize grant support to carry out the project.

Timetable

Step 1-3	By September 30, 1985
Step 4,5	By October 15, 1985
Step 6	By July 1, 1985

STRATEGY 3

The library will seek to connect those Caroline citizens in need of reading/basic skills training with local agencies which can provide the services to meet their needs.

Activities

1. Library staff will explore local area programs which provide such training.

2. Library staff will stress such programs as the ABE program and offer its meeting room as a place to meet.

3. Library staff will develop/utilize promotional materials which outline available local programs which teach such skills.

Timetable

Step 1,2	By September 30, 1985
Step 3	By November 30, 1985

OBJECTIVE:

4-4 By June 30, 1986, 200 Caroline County citizens will acquire computer literacy skills through library services.

STRATEGY 1

The library will commit itself to support successful, existing, area computer literacy programs.

Activities

1. The library will develop a cooperative relationship with the Caroline County Board of Education, Chesapeake College and other appropriate agencies to support their programs in computer literacy.

2. Library staff will examine and upgrade the library's material collection relevant to computers, computer literacy and the development of basic skills in support of existing area computer literacy programs.

3. Library staff will develop a plan to teach computer literacy clientele how to use the public library and its computer related materials.

4. The staff will distribute computer literacy program publicity for cooperating agencies where appropriate.

Timetable

Step 1,2	By August 15, 1985
Step 3	By October 15, 1985
Step 4	Throughout the Year

STRATEGY 2

The library will develop a plan to teach basic computer skills to Caroline citizens lacking such skills.

Activities

1. Library staff will examine existing programs, local and national, which successfully teach computer skills.

2. The library will seek cooperation and feedback from local computer literacy providers to avoid duplication of services.

3. The library will seek consultancy help in developing the program

4. Library staff will decide on the format of the program

and who will implement it.

5. Library staff will review library resources available for the project.

6. The library will seek grant support to carry out the program.

Timetable

Step 1-3	By October 15, 1985
Step 4-6	By November 30, 1985

STRATEGY 3

The library will seek to connect those citizens in need of computer literacy with local agencies which can provide the services to meet their needs.

Activities

1. Library staff will explore local area programs which provide computer training

2. The library will offer its meeting room as a place for such agencies to provide computer literacy training.

3. Library staff will develop/utilize promotional materials which outline available local programs which teach such skills.

Timetable

Step 1,2	By August 15, 1985
Step 3	By September 30, 1985